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**Daphne.Duke**

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**From:** Carrie Cobbs <ccobbs@telecompliance.net>  
**Sent:** Tuesday, July 29, 2014 1:12 PM  
**To:** PSC\_Webmaster  
**Cc:** Grigsby, Kaitlyn; Matt Dean  
**Subject:** Service Quality Report - 2nd Quarter 2014 - Access Communications, LLC  
**Attachments:** SC QoS 2014 Q2 - ACC.pdf

Dear Commission,

Attached please find the Service Quality Report for Access Communications, LLC, for the 2<sup>nd</sup> Quarter for 2014. If you have any questions or if anything further is required, please contact me at [ccobbs@telecompliance.net](mailto:ccobbs@telecompliance.net) or by phone at 405-755-8177 ext. 16.

Thank you,

Carrie Cobbs  
Regulatory Agent

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P.O. Box 720128  
Oklahoma City, OK 73172-0128

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12316 Hidden Forest Boulevard  
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Judith A. Riley, J.D.

12316 Hidden Forest Blvd.  
Oklahoma City, Ok 73142

July 29, 2014

**VIA electronic mail**

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125  
[CLECreport@psc.sc.gov](mailto:CLECreport@psc.sc.gov)

**RE: Service Quality Report – 2<sup>nd</sup> Quarter 2014 (ending June 30, 2014)**

Dear Commission, with copy to Office of Regulatory Staff.

Please find the 2<sup>nd</sup> quarter 2014 SCPSC Quarterly Service Quality Report for Access Communications, LLC. If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [mdean@telecompliance.net](mailto:mdean@telecompliance.net).

Sincerely,

/s/ Matt Dean

Matt Dean  
Regulatory Agent

Cc: Kaitlin Grigsby; Office of Regulatory Staff; [kgrigsby@regstaff.sc.gov](mailto:kgrigsby@regstaff.sc.gov)

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

Access Communications, LLC

QUARTER / YEAR

2<sup>nd</sup> / 2014

Month:	APR	MAY	JUN
Number of Customer Access Lines	<u>1</u>	<u>1</u>	<u>1</u>
Trouble Reports / Access Line (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Customer Out of Service Clearing Times (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
New Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>

Comments / Explanations: We only have 1 acct in SC and no service related issues.

Person Making Report / Contact Information: Vicki Frez

904-309-7208 /vfrez@myaccesscomm.com